

CSAT Best Practices Compliance Program

1. **Annual confirmation by companies adhering to Best Practices.** CSAT will provide a copy of Best Practices to all current members at the beginning of each new calendar year, requiring all members to submit a signed copy of its annual Best Practices Acceptance form. **This form will attest to the following:**

"I have thoroughly reviewed the [insert year] CSAT Best Practices. I am in compliance with the CSAT Best Practices and agree to continue to abide by them at all times. I understand that my membership may be terminated if my organization is found in violation of the CSAT Best Practices."

2. **Mid-year self-assessment by member companies to certify compliance.** CSAT expects all members to take necessary steps throughout the year to ensure compliance with the Best Practices. To that end, CSAT will ask all members to complete a mid-year self-assessment to certify compliance with Best Practices.
3. **Periodic audits conducted by an independent firm.** CSAT plans to engage an independent firm to conduct an audit of membership compliance with the Best Practices. This external audit will involve **ALL** member companies and include actual storefront visits by the auditor. In addition, there will be a separate component to the audit to ensure compliance on internet transactions. Further details about the outside audit will be forthcoming as the start date approaches.